

FLIP CHART DOCUMENTS

- Roles and Responsibilities Matrix
- Action Register
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- Evaluation of Meeting
- Issues Bin
- Monitoring Process for the Strategic Plan (and accompanying document - Goal Review Questions)

Office of Long-Term Supports and Services
and the Long-Term Care Supports and Services Advisory Commission

ROLES AND RESPONSIBILITIES MATRIX		
Role/Responsibility	OLTCSS	Advisory Commission
Budgeting, procurement and related management functions	Has the authority, powers, duties and functions of the Office, including, but not limited to, budgeting, procurement, and related management functions, shall be performed under the direction and supervision of the Director of the Department. (E.O. II A)	<p>Adopts procedures consistent with Michigan law and the Executive Order governing this organization and operations. (E.O. V B)</p> <ul style="list-style-type: none"> • Don't know how much money supports their operations. Or where it comes from, keeping the information transparent. • Enough to provide advisement and make choices (e.g. how often can we have a meeting outside of Lansing?) • What do we have in terms or resources for the Commission? Transparency in order to do more planning. • Bring a focus on what we want to try to do with Office and Commission for next budget cycle. How to take that message forward in appropriate ways. One message.
Implementation of the Task Force Recommendations	<p>Take the lead in administering activities to implement the recommendations of the Task Force. (E.O. II D 1)</p> <ul style="list-style-type: none"> • Work with the Commission to implement the Recs. 	<p>Partner with the OLTCSS to review and monitor the implementation of the recommendations of the Task Force. (E.O. IV A 1)</p> <ul style="list-style-type: none"> • Add "develop and provide advisement" on implementation of Recommendations

<p>On-going, comprehensive state-wide planning for long-term care supports and services</p>	<p>Take the lead in coordinating state planning for long-term care supports and services. (E.O. II D 2)</p> <ul style="list-style-type: none"> • Keep the priority of consumer input to plan. Consumer prioritization, input and to the planning process. • Manage the inclusion of Commission and stakeholder input comes for budgeting and planning. • To address and meet identified consumer preferences and needs. • Actualizing the authority. Becoming the “go to” for information re: LTC by leaders Govmt. 	<p>Participate in the preparation and review of an on-going, comprehensive statewide plan and resources plan for long-term care supports and services to address and meet identified consumer preferences and needs. (E.O. IV A 4)</p> <ul style="list-style-type: none"> • Keep the priority of consumer input to plan. Consumer prioritization, input and balance to the planning process. • Ensure the broadest possible on-going public participation in statewide planning. (E.O. IV A 5) • A range or scope of stakeholders. • Actualizing the authority. What is the Commission’s role in supporting the Office in “actualizing their authority?”
<p>Policy for long-term supports and services</p>	<p>Take the lead in reviewing and approving long term care supports and services policy formulated by state departments and agencies for adoption or implementation. (E.O. II D 3)</p> <ul style="list-style-type: none"> • Authority is not actualized. • Review legislative policy and its impact on supports and services. • Which depts.: DLEG (training dollars in health care), DCH, DHS, Corrections, etc. • Influence/input to the State budgeting process. 	<p>Serve in an effective and visible consumer advocacy role for improving the quality of, and access to, long-term care supports and services. (E.O. IV A 3)</p> <ul style="list-style-type: none"> • Office and legislative policy. • Supporting the office in state budgeting process. <p>Discuss potential changes in policy that would encourage more effective provision of long-term care supports and services. (E.O. IV A 8)</p>

Efficiency, effectiveness and quality assurance reviews of publicly-funded long-term care programs	<p>Take the lead in conducting efficiency, effectiveness, and quality assurance review of publicly-funded long-term care programs. (E.O. II D 4)</p> <ul style="list-style-type: none"> •Example: Quality plans. •Communicate with Commission on scope of quality assurance programs. 	<p>Participate in the review and comment upon quality assurance reviews of Michigan's long term care system. (E.O. IV A 2)</p> <ul style="list-style-type: none"> •Get more input by consumers who is using these programs. •Communicate with Commission on scope of quality assurance programs.
Effective consumer supports and services, organizational efficiency and cost-effectiveness within MI's long-term care system	<p>Identify and make recommendations to the Director of the Department regarding opportunities to increase consumer supports and services, organizational efficiency, and cost-effectiveness within Michigan's long-term care system. (E.O. II D 5)</p> <ul style="list-style-type: none"> •Illustration: Finance workgroup bargained with Office to bring in Chuck Milligan to present. 	<p>Partner with the OLTCCS to make inquiries, conduct studies, conduct investigations, hold hearings, and receive comments from the public. The Commission may also consult with outside experts in order to perform its duties, including, but not limited to: experts in the private sector, organized labor, government agencies, and at institutions of higher education. (E.O. V G)</p> <ul style="list-style-type: none"> •Inquiries and investigations are happening yet.
Annual reporting for the Department Director and Governor	<p>Prepare an annual report for the Director of the Department and the Governor on the progress of implementing the recommendations of the Long-Term Care Task Force Report. (E.O. II D 6)</p>	<ul style="list-style-type: none"> •Office captures activities of the Commission to include in the Annual Report – especially workgroup activities.
Implementation of the single point-of-entry programs required under Section VI	<p>Oversee the implementation of the single point of entry demonstration programs. (E.O. II D 7)</p> <ul style="list-style-type: none"> •Office provides reports to the Commission for evaluation and recommendations. •Evaluation provides great opportunity to discuss the work. 	<p>Partner with the OLTCCS in reviewing the performance evaluation of the single point of entry demonstration programs required by this Order and make recommendations for the improvement of the single point of entry system in this state. (E.O. IV A 7)</p> <ul style="list-style-type: none"> •Puts on the agenda twice per year.

		<ul style="list-style-type: none"> • Cost-benefit analysis and MPHI process evaluation can look at these and provide input and recommendations for improvement.
Broad, culturally competent and effective public education	<ul style="list-style-type: none"> • Implementation of TF Recs includes “ensuring public participation”. • Public information people from DCH that could be involved in this effort. • Quarterly information forms. 	<p>Promote broad, culturally competent, and effective public education initiatives about long-term care issues and choices and provide opportunities for direct involvement by the public. (E.O. IV 6)</p> <ul style="list-style-type: none"> • Need to know about resources available to do public education. Ability to rely on website for Commission communication and education.
Record-keeping of Commission work	<p>Assist the Commission by providing staff from the Office, subject to available funding. (E.O. V A)</p> <p>OLTCSS staff shall assist the Commission secretary with recordkeeping responsibilities. (E.O. V C)</p> <ul style="list-style-type: none"> • Web-accessed portal for people to communicate. 	<p>The Commission shall select from among its members a Secretary. (E.O. V C)</p> <ul style="list-style-type: none"> • Web-accessed portal for people to communicate.
Creation of Commission workgroups or committees	<p>Assist the Commission by providing staff from the Office, subject to available funding. (E.O. V A)</p> <ul style="list-style-type: none"> • Office may suggest or recommend ideas of Commission workgroups or committees. 	<p>The Commission may establish committees and request public participation on workgroups as the Commission deems necessary. The Commission may also adopt, reject, or modify any recommendations proposed by a committee or a workgroup. (E.O. V F)</p>

Role/Responsibility	OLTCSS	Advisory Commission
Communication Loop	<ul style="list-style-type: none"> •Office will acknowledge receipt of recommendations or input from the Commission. •Maintain a log of positions taken. •Management for Office formally responding about what will happen with recommendation/input. May ask workgroup to do more on something at this point. •Create a routine system of what is happening on in Office and PAT. 	<ul style="list-style-type: none"> •Commission to communicate positions, recommendations and input to the Office. •Create a routine system of what is happening on Commission and workgroups.
Disagreement/conflict resolution	<ul style="list-style-type: none"> •*Small group of both Office and Commission people to outline a process. 	<ul style="list-style-type: none"> •Commission has guidelines about consensus.

ACTION REGISTER		
What will happen	By Whom	By When
Decide how to provide recommendations based on evaluation of SPE programs -emerging report	Andy – agenda Peggy – follow up	April Tomorrow
Share FIDS data with Commission (Facility Innovative Design Supplemental)	Peggy	March Commission Meeting
Discuss and recommend M & U back to Office and Commission (Feb. draft)	Nora, Tari, Denise and Andy	March Commission Meeting
On web-site, password protected with plan, minutes....who can post?	Peggy Gloria	March Commission Meeting
DLEG training funding	Hollis/Workforce Workgroup	
Share data (create a process to...) with Commission	Bob Orme	
Create reporting template for workgroups & PATs	Chris Andy/Peggy – timetable	February 7
Create database to send email link for reports on progress -send when work happens	Rob, Peggy	End of March
Add “consider the authority” on each logic model	Nora	When logic models are final
Workgroups/PATs finished with logic models	PAT Leads	End of February
Add timeline column to logic models	PAT Leads	ASAP

BENEFITS	CONCERNS
Lot's of knowledge & experience	Commission and Office don't seem to be on the same page
Committed parties	Not going in the same direction
Strength of people who have been in nursing homes sharing improvements	Finances / economic viability
Diversity in comm. perspectives	Will programs (MI Choice) be cancelled?
Willingness to work together	Communication be improved -knowledge of what each other is doing -things falling through the cracks
Diversity of what people do for a living	Consumer participation (more/aging/different people)
Positive impact of people carrying this back to their organizations	Managing grants -grants are tools not motivator
Outreach to community by Commission	Both need more staffing support
Tenacious Staff	More P.R. for Commission -what they are doing - How they will save money in the long run
	Both need to be steadfast in respecting people's choices & the array of services

COMMUNICATION ACTION REGISTER			
<u>Who Needs to Know</u> Who are the stakeholders in relation to the outcomes of this meeting?	<u>What Do They Need to Know</u> What do they need or want to know about the outcomes of this meeting?	<u>Who Will Inform</u> Who will communicate to them from the team? How will we communicate to them (written, verbal, etc.)?	<u>By When</u> When do they need to know?
Absent Commission members	<ul style="list-style-type: none"> • Their vote on two agenda items • Explanation of Retreat outcomes • Minutes • Not going to U.P. 	Andy (Cyndy Viars will speak with Bill Gutos next week)	Mid February
Absent Office staff	<ul style="list-style-type: none"> • Share how any Retreat decisions relate to staff work 	Pam (and other managers)	Next section staff meeting
PAT Leaders	<ul style="list-style-type: none"> • Attend future Commission meetings • ID additional people to serve on PATs 	Nora All	
All staff meeting	<ul style="list-style-type: none"> • Share any related outcomes of Commission meetings 	Peggy	
Legislators	<ul style="list-style-type: none"> • Letter (with pre-emptive meeting) 	Andy (Cyndy/Hollis)	

EVALUATION OF MEETING	
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Brainstorming	Change seats the next day
People brought lots of energy	More people?
Discussion of issues - a first	Temperature of room
Good directions about what we're doing	
Lots of prep = effect	
Sense of goal-setting (diversity)	
Willingness of staff to participate fully	

ISSUES BIN

~~Achievement of Office being the go-to source for design, budgeting and state prioritization.~~

~~- How do we (Office and Commission) elevate the Office?~~

~~- How to take advocacy to the tactical level.~~

~~- How do we go ahead and behave this way regardless of current authority.~~

Getting Training \$

~~Web accessed portal for people to communicate.~~

~~Revisit idea of Commission mission.~~

MONITORING PROCESS FOR THE STRATEGIC PLAN			
Purpose	How	Who	When
To be focused on foundational agreements for the business of meetings	Print on agenda, read and focus on your Mission and Vision at the beginning of meetings (5 minutes).	Workgroup Chairs, Andy, and PAT Leads	At every commission, workgroup, and staff meeting
Review of the plan by staff	Provide updates on progress on the plan. PATs to use the Goal Review Questions.	Peggy and PAT Leads	At each staff meeting
Review of the plan by the Commission	Focus on 2 recommendations of the plan. Workgroups to use the Goal Review Questions.	Andy and Workgroup Chairs	At each commission meeting
Updating the Plan	Revisit in more depth the Mission and Vision asking about current relevance. Review this Monitoring Plan (annual-March). Update what goals are completed and add or change goals (2 recommendations at a meeting).	Andy and Peggy	(see under How)
Inform your constituents of the plan and progress	Brief article on progress/status of the plan on the website; available at LTC Forum; in DCH's annual report; present at OSA Commission; SPEs monthly; Consumer Task Force, etc. *Use State Profile Tool Commission members present the plan or parts of it to their "membership" or staff.	Peggy and Commission Members	On-going
Bring new staff and Commission Members up to speed with the plan	Include Mission, Vision, and Goals into new staff and Commission orientation (in person).	Peggy and Andy	As needed
Evaluation of the partnership	Review how our partnership is working and create an action plan for improvement.	Andy and Peggy	June
Communicating among partners	Report progress from Workgroups and PATs to each other after each meeting. Andy and Peggy's report as well.	Workgroup Chairs and PAT Leads	Each meeting



Goal Review Questions

Questions around our product or service

What is the gap between our goal and where we are right now?

What would it take to close the gap?

Questions regarding our process

What parts of this goal are going well?

What parts of this goal are not going well?

What causes has your self-diagnosis uncovered?

What corrective actions have you identified?

What is contributing the most to progress towards the goal?

Based on your analysis of the problems, what has been learned?

How could the goal be improved for the future?

What adjustments are you making to your goal and actions?

What additional data do you need to collect?

Questions regarding people and relationships

What support do you need from the rest of the staff, the board?

What additional resources do you need?

What support do you need from other people or professionals?

What changes do you need in policies or procedures?

What barriers do you need help in eliminating?

Reinforcement or recognition of results

What are you going to do to celebrate?

What would be appropriate recognition for your effort?

What can we do to reinforce your efforts for our organization?